

WIOA MISSOURI ANNUAL REPORT



DEPARTMENT OF
HIGHER EDUCATION &
WORKFORCE DEVELOPMENT

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Executive Summary

The Missouri Office of Workforce Development has undergone drastic changes over the past year. This transformation is the result of an executive order signed by Governor Mike Parson in January 2019, which combined Workforce Development with the Department of Higher Education and the Missouri Economic Research and Information Center.

Realigning postsecondary education with the public workforce system will give Missourians the full breadth of options available to fit their interests, resources, and abilities, and will allow the state to prosper in this ever-evolving 21st Century economy.

Missouri employers cite that their biggest barrier to increasing employment is a shortage of skilled workers. Other challenges include Job and wage growth acceleration in urban areas, often leaving poorer and less-educated rural communities behind. Technology and increasing automation will continue to displace vulnerable populations. In forming the Missouri Department of Higher Education and Workforce Development, Governor Parson is meeting these challenges head-on, putting a heightened focus on job training and skill development in order to improve outcomes for all workers and meet the needs of employers statewide.

Even in the midst of this turbulent readjustment, our efforts are yielding big results. In Program Year 2018, we surpassed many of our goals for programs involving quick and sustained employment, as well as earnings. While there is still room for improvement in the area of credential attainment, I'm confident that with our new emphasis on postsecondary education, we are one step closer to improving the careers, opportunities and lives of all Missourians.

Missouri State Strategic Vision & Goals

Missouri's Workforce Innovation & Opportunity Act (WIOA) partners collectively developed the State Strategic Workforce Development plan to build sector partnerships in demand-driven industries throughout the state. Out partners have also collaborated with each other to define career pathways that lead to self-sufficiency.

WIOA Partners

- The Missouri Department of Higher Education & Workforce Development
- The Department of Elementary and Secondary Education – Offices of Vocational Rehabilitation and Adult Education and Family Literacy
- The Department of Social Services – Rehabilitation Services for the Blind and Family Services Division.

The State Workforce Development Board in Missouri has identified six strategies to achieve its strategic vision and goals.

The first three are strategies the state will use to implement industry partnerships and career pathways: Utilize Partnerships to Provide High-Quality Customer Service, Create Sector Strategies, and Develop Career Pathways.

Strategy 1 - Utilize Partnerships to Provide High-Quality Customer Service

Each WIOA partner is committed to providing the highest quality customer service possible. This is evident in the way Missouri's customer service methodologies are used as models across the nation. WIOA embodies in law many of the initiatives Missouri has already undertaken, but also emphasizes the importance of looking for ways to enhance customer service with a focus on improving co-enrollment and branding services. Over the next four years, Missouri's WIOA partners will:

- Develop strategies to better communicate with employers, workers and job seekers about all partner services available through the workforce system. Enhance coordination of services to include co-location, knowledge of other services, better communication and leveraging of supportive services provided by mandatory partners. Establish a statewide brand for Missouri's workforce system.
- Increase communication and collaboration between adults and higher education, workforce boards and economic development agencies as it specifically relates to industry demand and supply of the needed talent pipeline.
- Identify barriers and means for removing barriers to better coordinate, align and avoid duplication among the programs and activities carried out through the workforce system.
- Continue to support low-skilled adults, youth and individuals with barriers to employment with workforce investment activities, education and supportive services to enter or retain employment.

Strategy 2 - Create Sector Strategies

Missouri recognizes effective sector-based strategies are data driven, regionally designed, and guided by business and industry. Sector strategies also require an openness to a new way of doing business, new levels of cooperation between stakeholders in the workforce, economic development, and education. Missouri's approach expands efforts to plan and guide the entire state toward developing and implementing a more systematic and streamlined approach to sector strategies, while allowing regional flexibility in service design and delivery.

Missouri continues to assist regions in developing sector strategies through data analyses of local economies, regional workforce teams, identified target sectors, completed self-assessments and regional Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis of resources. The top targeted sectors included:

- Diversified/Advanced Manufacturing
- Health Care
- Information Technology
- Transportation
- Logistics
- Warehousing

Missouri will strive to collaborate with these industries and cultivate a talent-development system by aligning the resources of all partners to create meaningful career pathways, such as registered apprenticeships, for a range of workers and skill levels. By developing strategies and career pathways within demand-driven industries, and by effectively collaborating and communicating with industry and workforce partners, Missouri will continue to build a qualified, educated workforce that will drive economic growth within these industries.

Through the Talent for Tomorrow and Best in Midwest initiatives of 2018, which not only looked at Labor Market Information (LMI), but also took into account regional stakeholder input, updated industry sectors were identified as: finance, health care, IT, agriculture and education. Moving forward, these targeted industries, will be the new focus for sector strategies.

Strategy 3 - Develop Career Pathways

Career pathways are designed to be a partnership between industry and education at the secondary and postsecondary levels, which will forge important links to strengthen local economies. This initiative includes rigorous academic and career courses beginning in high school and leading to an industry-recognized certificate, associate degree and beyond. Through sector partnerships, Missouri will develop career pathways that align with the skill needs of industries and function as a catalyst in assisting individuals entering or advancing within a specific occupation.

Through Missouri's workforce system, individuals will receive education, training and other services to meet their specific needs. Missouri recognizes that education and training are clear paths to better careers. Ideally, it is optimal to first set a career goal then obtain all the needed education in order to pursue that career. Missouri realizes that there are also clients who require concurrent and, in some cases, consecutive sessions of education and skill attainment with employment.

Missouri offers multiple entry and exit points for clients who need additional skills and employment to reach a self-sufficient career. Additionally, Missouri will continue to support WIOA's focus on low-income adults, youth, individuals with intellectual or developmental disabilities, and those who lack work experience or face other barriers to economic success. Through collaboration with WIOA partners, Missouri will work to help all eligible individuals, including those with disabilities, acquire marketable skills to secure self-sustaining wages and careers in high-growth occupations.

The following three strategies will be used by the state to develop new partnerships and improve cooperation: Provide Leadership from Core Partners to Move Forward on Missouri's Goals, Create Environments that Foster Local Partnerships, and Devote and Reallocate Resources that Generate Partnerships.

Strategy 4 - Provide Leadership from Core Partners to Move Forward on Missouri's Goals

Missouri provides progressive leadership at the state level to effect change. In order to align the core programs, Missouri set the stage by creating committees at the state level where each of the core partners are represented. The committees establish policies at the state level as well as provide guidance to the local partners to carry out the WIOA state vision.

To align with Missouri Governor Mike Parson's establishment of a cabinet-level, workforce development-focused committee, the Public Workforce System Council was established. The council is comprised of subcabinet-level positions representing the core partners.

Strategy 5 - Create Environments that Foster Local Partnerships

Missouri continues to create opportunities where representatives from all partners can meet to discuss their services, needs, and design new ways to collaborate. This has proven to be one of Missouri's most effective strategies to create alignment across agencies.

Strategy 6 - Devote and Reallocate Resources that Generate Partnerships

Missouri is committed to using resources to benefit our mutual customers and provide funding to encourage partners to work together. Missouri is committed to finding connections between core partners, mandatory partners and partners in each region. Missouri's core and mandatory partners are reallocating resources to create environments to foster partnering.

Talent for Tomorrow Initiative

In May 2018, the Missouri Department of Economic Development, the Missouri Department of Higher Education, and the Hawthorn Foundation launched Talent for Tomorrow, an initiative to fundamentally reset Missouri's approach to meeting the state's workforce needs.

- Produced an assessment of how the state's current workforce aligns with employer needs
- Looked at different economic scenarios to help build a workforce system that can adapt as the economy evolves
- Aligned postsecondary education with the public workforce system and the needs of the private sector

Governor Parson announced his intention to restructure the departments involved in meeting the Talent for Tomorrow goals during his annual State of the State address in January 2019. Realigning postsecondary education with the public workforce system will give Missourians the full breadth of options available to fit their interests, resources, and abilities. The new department has the opportunity to bring hope to people who need to skill up, get an education and find meaningful employment.

In addition to the restructuring, Governor Parson signed an executive order to officially change the department's name to the Missouri Department of Higher Education & Workforce Development (MDHEWD) to better reflect the full scope of the new department.

State Restructuring & Transformation

The reorganization of state government initiated by Governor Parson's Executive Order 19-03 took effect on August 28, 2019. The Division of Workforce Development (DWD) and the Missouri Economic Research and Information Center (MERIC) officially moved from the Department of Economic Development to the Department of Higher Education. "This change gives Missourians a resource for the full

range of postsecondary options – from apprenticeships to certificates to doctoral programs," said Zora Mulligan, commissioner of higher education. "This is consistent with national trends toward recognizing the value of shorter-term, lower-cost programs, and through this bold move Governor Parson will be positioning Missouri as a thought leader in this area."

Discretionary Projects

Governor's Set Aside

Missouri provides a variety of initiatives, using the Governor's WIOA set-aside funding, to serve a broad range of at-risk and priority populations. While a portion of this funding is used for staff salaries who serve individuals with barriers to employment and to support local capacity in the Missouri Job Centers, the larger part of this funding is used in pilot programs, equal opportunity activities, upgrades to the statewide case management system, and expanding work-based learning opportunities. These programs include multiple community partners and focus on serving youth and low-income adults, including justice-involved individuals.

Franklin Apprenticeships

In September 2018, the Office of Workforce Development successfully competed for a National Dislocated Worker (Trade and Economic Transition) Grant and was awarded \$3.98 million. This grant seeks to serve dislocated workers statewide in an Automotive Service Technician apprenticeship or a Help Desk Technician apprenticeship. Missouri contracted with a consulting agency, Franklin Apprenticeships, to develop new apprenticeship standards, engage with employers who would participate in the programs, and partner with specialized consulting firm, Maximus, to deliver success coaching to the apprentices. These programs are 12 months in length and provide employment from the first day of the program.

Thus far, this program has created more than 100 apprenticeship opportunities. Adding Franklin Apprenticeships to Missouri's apprenticeship model required significant coordination of partners including: local workforce development boards, community colleges and other training providers, state agencies, non-profit partners, and employers. This was achieved through weekly communications with each participating region and significant recruiting efforts from all partners.

Because this program is so new, it is too soon to report outcome measures. As participants work through their programs, Missouri's data system will track their outcomes.

Missouri Manufacturing Technician Program (MMTP)

As Missouri's manufacturing sector grows, Missouri will need stronger candidates for employment and better trained employees. Participants completing the Missouri Manufacturing Technician Program (MMTP) could potentially acquire the following certificates: Manufacturing Technician I, Certified Production Technician Safety Certificate, OSHA 10 Hour General Industry and OSHA 10 Hour General Industry Safety and Health. These certificates will make unemployed participants competitive candidates for manufacturing technician positions and will help employed participants be more competitive candidates for internal promotions.

Apprenticeship Missouri

Registered Apprenticeship is an employer-driven training model that has many benefits for employers and workers. Apprenticeship is a flexible workforce strategy that can be customized to meet the needs of any business. Apprentices can be new hires or businesses can select current employees who need skill upgrades to join their apprenticeship program. The apprenticeship model is leading the way in preparing American workers to compete in today's economy. Due to direct employer involvement in the educational process, apprenticeship programs keep pace with advancing technologies, as well as innovations in training and talent management.

Through Apprenticeship Missouri, the state serves as a facilitator of Registered Apprenticeship expansion by connecting partners, employers, intermediaries, and potential apprentices to a diverse mix of industries, non-profits, and education providers.

Members of the Apprenticeship Missouri team are committed to tracking leads together, converting unregistered apprenticeships to registered, and identifying new apprenticeship opportunities and occupations. The team comes together for monthly conference calls and quarterly face-to-face meetings. These actions ensure efforts to develop talent pipelines through Registered Apprenticeship are not carried out in isolation—in turn increasing efficiency, eliminating duplication, and reducing employer fatigue.

Eligible Training Provider System (ETPS) guidance requires that Registered Apprenticeship training programs be contained in the state's system.

Missouri builds strategic relationships, increases credential attainment, and expands apprenticeship alignment with career pathways and postsecondary education. Missouri retains dedicated apprenticeship staffing for recruitment, business, and activity delivery. Missouri targets sectors that open career pathways and training access points for Missourians. The true value of the investment in Registered Apprenticeship projects will be affecting the workforce in Missouri for generations.



Apprenticeship Partners

- US Department of Labor Office of Apprenticeship
- MDHEWD Apprenticeship Missouri team
- Missouri Department of Elementary and Secondary Education – Registered Youth Apprenticeship
- Missouri Vocational Rehabilitation Workforce Development & Business Outreach
- Urban League Workforce Development & Strategic Partnership
- Community college and university apprenticeship specialists
- Local Workforce Development Board (LWDB) apprenticeship sponsors
- Veterans' representatives
- Missouri Department of Corrections
- Labor organizations

ASPIREMO

In 2017, Missouri had the country's fastest-growing population of incarcerated women, more than 90 percent of whom were entering prison for technical probation, parole violations or substance-use intervention via drug courts — not for new crimes. Helping incarcerated women begin the process of finding employment, reduces recidivism and promotes success for former offenders and stability for their families.

ASPIREMO is a unique collaboration between Missouri's Women's Business Center, Women's Council, Department of Corrections, and Office of Workforce Development. This 20-week training program focuses on felony offenders in the Women's Eastern Reception, Diagnostic and Correctional Center located in Vandalia, MO.

The program helps women work on their entrepreneurial goals while they are still in prison. It teaches them various business skills, including market projections, advertising and feasibility studies. By the end of the course, students have constructed their own comprehensive business plan.

Upon release from prison, the women are provided assistance through their local Missouri Job Center, as well as needed supportive services through the Office of Workforce Development and other state agencies to assist in their successful transition. The first ASPIREMO class graduated on June 5, 2019.

Federal Grants

Missouri Works Together

The Missouri Works Together Grant is a disaster recovery grant addressing a major national health emergency: the opioid crisis. The goal of the grant is to: (1) provide temporary disaster-relief employment and career and training services to workers impacted by the opioid crisis; and (2) develop a stronger health provider professions network to better address the needs of individuals seeking substance abuse treatment and counseling services.

The Office of Workforce Development applied for this funding in 2018 and received notice of the grant award on March 8, 2019. By June 30, 2019, the project implementation plan was in place, sub-award contracts had been drafted, and discussions were held with other partners who will play a key role in identifying participants and providing training.

The grant funds temporary humanitarian employment and provides career training in parts of Missouri identified as having the greatest risk factors for opioid dependence. The temporary employment provides these regions with peer-support specialists who serve those fighting opioid addictions. The career training is offered to individuals who lost employment due to the opioid crisis, dislocated workers and long-term unemployed individuals. An emphasis on training in health care-related fields further aids in the battle against the opioid crisis.

National Dislocated Worker Grant

In response to the 2018 spring flooding, the Office of Workforce Development applied for a disaster recovery National Dislocated Worker Grant in the amount of \$2.4 million. The grant, approved in September 2019, will place dislocated workers and long-term unemployed individuals in temporary positions to assist in the cleanup and recovery efforts associated with the flooding in Atchison, Holt, Mississippi, Perry, Platte, Ray, and Ste. Genevieve counties.



Because it is still early in its deployment, a full account of participants and outcomes is unavailable at the time of this reporting.

Missouri's Federal Bonding Programs

Missouri's Office of Workforce Development applied for and received a \$100,000 four-year Federal Bonding Demonstration Grant beginning July 1, 2019. The grant is focused on employment opportunities for ex-offenders, including those recovering from opioid and other drug addictions. Missouri utilized opioid-use and overdose data along with its strong partnerships with other state agencies to ensure access and outreach for eligible individuals for the federal bonding program.

The Missouri Fidelity Bonding Program is a no-cost, job-incentive program intended to increase the hiring of justice-involved individuals. This no-cost, no-deductible insurance coverage begins the day the bonded person starts work and ends six months later. Fidelity insurance provides an easy method for an employer to recover losses due to illegal acts of fraud, embezzlement, larceny, and theft committed against the employer by a justice-involved individual who is bonded.

The minimum amount of coverage offered is \$5,000. Additional amounts of coverage can be provided up to \$25,000 if the need has been justified by the employer. Coverage can be for full or part-time employment. The Office of Workforce Development is an active stakeholder in the Missouri reentry process and will apply fidelity bonds from this grant to employers as an incentive to hire justice-involved individuals into stable and supportive employment.

Special Events

Manufacturing Job Fair

On April 16, 2019, the Office of Workforce Development hosted a Job Fair at Ozarks Technical Community College. The job fair included 16 employers from the Springfield area and dozens of interested job seekers. The event also included a special announcement by Governor Parson, who indicated that Missouri would support the training of 500 Certified Production Technicians (CPT) across the state through the community college system, at no cost to the employer or the participant.



This CPT program is coordinated by the Office of Workforce Development and the Missouri Community College Association.

Missouri-United Kingdom Event

During National Apprenticeship Week 2018 (November 12-16), Missouri hosted 14 United Kingdom delegates from the Association of Employment and Learning Providers. These delegates visited St. Louis and engaged with several employers on their training models. Employers included Cortex, Wells Fargo, Boeing, St. Louis Community College, Ascension, and the Carpenter's Union. Engaging with employers provided exposure to other possible training opportunities such as Registered Apprenticeships. Many of these relationships have continued after the delegates left Missouri.



Workforce Development continues to communicate with the delegates as it establishes best practices and tools that could advance apprenticeship programs throughout the state.

Leadership & Professional Development

Missouri Way

The State of Missouri and the Office of Workforce Development hold high expectations for its leaders, and see great value in investing in staff growth and development.

The Missouri Way, launched in 2018, is a three-day intensive training program designed to introduce state senior leaders, managers, supervisors, and other emerging leaders to tools and approaches in order to solve basic management challenges and improve their team's performance. The training involves classroom instruction, along with individual and group exercises.

Curriculum for the training program was based on approaches that have proven success in other high-performing organizations, both in the public and private sectors.

The Missouri Way has become a regular part of leadership development across state government. The trainings occur approximately every 90 days. The Office of Workforce Development has supported more than 12 leaders in their participation of this training since its inception.

Workforce Performance

Current Program Year Performance Statewide

Missouri experienced a tumultuous Program Year 2018. While there are significant accomplishments in performance over the negotiated expected levels in most areas, there remain challenges for the credential attainment measure within the adult and youth programs.

Successes are seen throughout the measures viewed from a statewide perspective in all programs for quick and sustained employment and for earnings. As shown in Table A (pg. 15), Missouri performed far above goal for Employment Q2, in all programs, ranging from 97 percent in its youth program to 109.9 percent in its adult program. Sustained employment in the Employment Q4 measure was similarly higher than goal, ranging from 100 percent of goal in the Labor Exchange/Wagner-Peyser program to 107.2 percent in its adult program.

As a result of a consistently improving economy and some of the lowest unemployment rates in history for Missouri communities, the median earnings measure was met in every program. Ranging as high as 137.8 percent of goal for dislocated workers and 99.6 percent in the adult program. Currently in a benchmark year for the Measurable Skill Gains, staff in the system have reason to be proud because early results are good for this new measure. Missouri did see Measurable Skill Gains as high as 56.6 percent for dislocated workers, 46.3 percent for adults and 40.4 percent for the youth program. This data will assist in a forward-looking negotiation of the new performance levels for next program year.

Deficiencies in Performance Levels Statewide

Missouri outcomes for the credential attainment measure for the current year did not meet expected levels for the adult program nor in the youth program areas. Explaining this suppressed level of performance is complicated and entails a variety of factors. The measure is calculated based on participants legitimately being enrolled in training or an educational program. During the transition from the Workforce Information Act (WIA) to the Workforce Innovation and Opportunity Act (WIOA), Missouri was required to “undo” its Next Generation (NexGen) Career Center initiative.

Under NexGen, the Office of Workforce Development was operating under a customer service delivery model that enabled individuals to perform their own partial registration. Unfortunately, the transition to WIOA resulted in a large number of people that had self-attested to being “in an educational program.” Because NexGen permitted this, a legacy cohort was created in Missouri for which case managers lost connection with participants due to this self-attestation. A large number of people were either not in an appropriate educational program, or were not offered sufficient follow-up contact to verify credential attainment. This impact was compounded with the impact of another WIOA requirement, which states that youth program participants’ attainment of a credential cannot be counted in the measure if there is not subsequent employment obtained after six months. These impacts held credential attainment performance very low for Program Year 2018.

Although Missouri established a negotiated performance level to anticipate these impacts, credential attainment remained a struggle. The adult program established a goal of 46.5 percent. The final outcome achieved only 60.6 percent of that goal. For identical reasons, the youth program goal of 67 percent was not met as the program achieved only 73.1 percent of that negotiated goal.

Fortunately, Missouri has sound expectations for the credential attainment measure for the next program year. In fact, credential attainment for the next program year has already improved.



TABLE A

Workforce Performance - All Providers-PY18				
PROGRAM	MEASURE	NEGOTIATED LEVEL	ACTUAL PERFORMANCE	PERCENT OF GOAL ACHIEVED
ADULT	Employment Q2	68.70%	75.80%	110.30%
	Employment Q4	66.40%	71.30%	107.40%
	Credential	46.50%	28.20%	60.60%
	Skills Gain	-	48.00%	-
	Median Earnings	\$5,100	\$5,322	104.35%
DISLOCATED WORKER	Employment Q2	72.50%	79.60%	109.80%
	Employment Q4	70.20%	76.40%	108.80%
	Credential	51.00%	59.40%	116.50%
	Skills Gain	-	59.20%	-
	Median Earnings	\$5,800	\$7,992	137.79%
YOUTH	Employment Q2	72.50%	70.80%	97.70%
	Employment Q4	68.00%	73.00%	107.30%
	Credential	67.20%	49.40%	73.10%
	Skills Gain	-	41.50%	-
	Median Earnings	-	\$3,245	-
WAGNER PEYSER	Employment Q2	67.00%	71.20%	106.10%
	Employment Q4	70.80%	71.20%	100.60%
	Median Earnings	\$4,844	\$5,375	110.96%
Met 100% of Negotiated Rate or more				
Met 90+% of Negotiated Rate				
Did not meet Negotiated Rate				

Program Evaluation

During the program year, Missouri participated in a formal evaluation about the effectiveness of one of its valued customer products: the National Career Readiness Certificate (NCRC)

Through a collaboration with the ACT organization and the use of Missouri's workforce longitudinal data system data warehouse, the Missouri Economic Research and Information Center (MERIC) completed an evaluation of key comparisons for Job Center customers obtaining the NCRC.

Missouri has been a leader among states with its Job Centers delivering the ACT assessment products since 2002. This evaluation offered a unique opportunity to use an effective data warehouse to achieve a better understanding of the labor force outcomes of NCRC recipients.

The formal evaluation achieved far more than just counting the recipients of the NCRC, and also enabled an evaluation of relationships. The goal specifically was to evaluate the NCRC as an indicator of success in the labor market and in postsecondary education.

Individuals with higher NCRC levels were more likely to be employed. However, higher NCRC levels did not conclusively result in shorter duration of unemployment. This finding was largely inconclusive because it can be impacted by other factors such as fluctuations in the unemployment rate.

Conversely, a clearly positive finding was that with each increase in the NCRC achievement level, there was an associated increase in post-test earnings. Earnings increased as high as an average of \$841-\$1,200.¹

For the full report on the NCRC evaluation, visit: <https://www.act.org/content/dam/act/unsecured/documents/R1728-ncrc-mo-success-2018-11.pdf>

Waivers

Expensing for In-School Youth

Waiver associated with the requirement that local areas expend 75 percent of local formula youth funds on out-of-school youth: Effective July 1, 2018 to June 30, 2020.

Missouri requested this waiver to provide Local Workforce Development Boards the flexibility to serve more youth and young adults in work-based learning and the apprenticeship model regardless of school status. This waiver provides the state of Missouri and Local Workforce Development Boards the flexibility to utilize federal funding to increase the number of youth and young adults enrolled in pre-apprenticeship and apprenticeship activities. Local boards and youth staff will also have the ability to provide the comprehensive services needed and personal contact required to ensure student success.

While the Office of Workforce Development performance unit will be tracking the success of this waiver, there is insufficient data to analyze the impact of this waiver at this time.

1. Steedle, J. & LeFebvre, M. (2018). Evaluating the ACT NCRC as a signal of the skills needed for labor market and educational success in Missouri (ACT Technical Brief R1728). Iowa City, IA: ACT.

Waiving Outcome Reports for Non-WIOA Students

Missouri requested a waiver from federal reporting requirements on the outcomes of students at schools and training institutions: Effective July 1, 2018 to June 30, 2020.

Missouri submitted a timely federal report about the participant outcomes of persons enrolled in WIOA programs and attending training or education, according to regulations, on Oct. 15, 2019. WIOA requires a report on the credential, employment and earnings outcomes of all other non-WIOA students, this waiver permits more time for the development of these reports until August 2020. This waiver was sought for two important reasons – one very practical; the other programmatic. The first reason is that even though Missouri can report these outcomes on the MoSCORES website, the search engine used in this product was developed before a complete set of reporting guidance was provided by the U.S. Department of Labor. Thus, more time will be needed to enable this product to calculate non-WIOA student outcomes from Missouri schools.

The second reason such a waiver was requested was based on the likelihood that requiring the schools themselves to report this information would make schools reluctant to participate. As a result of this waiver, Missouri has experienced an ongoing, robust listing of a wide variety of training and education providers.

Effectiveness in Serving Employers

Missouri was one of seven other states chosen by the U.S. Department of Labor for participation in a pilot project for the determination, data capture, and calculation of new outcome measures for WIOA that are key indicators for its effectiveness in serving employers. The Effectiveness in Serving Employers (ESE) measure permits states the option of selecting a set of defined measurement strategies. Missouri opted for the following two ESE measures:

The Rate of Repeat Services to Business Customers

- This measure is defined as the percentage of repeated services provided to Missouri employers over the last three years. The elements to calculate the measure include the percentage of all employers who received services that use core program services more than once.

The Rate of Market Penetration Among the Whole Market Share of Employers

- This measure calculates the percentage of employers using business services out of all business establishments in the state. The rate is known as a market share or percentage penetration of the total.

Missouri has not proposed any additional measures to be tracked under this pilot project. From anecdotal information obtained from other states and from a view of the early data, Missouri can be competitive with these measures and it looks forward to implementing them as prescribed during completion of the pilot.

Customer Satisfaction Approach

The voice of Missouri employers through customer surveys is beginning to suggest out-of-the-norm measures for workforce development strategy, both to address workforce shortages as well as to address skill development needs. Additional employer/educator forums are becoming more regular in response to workforce and skill shortage challenges. Employers have been appreciative of efforts to assist them with their challenges, especially in a period of very low unemployment. The Office of Workforce Development appreciates the collaboration and support of all Missouri employers, along with their statewide 96.3 percent satisfaction rating.

The Summary Points of The Customer Satisfaction analysis were derived from the tables on the page 32 of the appendix.

Missouri Specialized Training Programs

Rapid Response Employment Transition Team

Missouri adheres to 20 CFR 682.200 and 20 CFR 682.212 in funding required and allowable statewide employment and training activities.

The state uses WIOA rapid-response funds to support a state Rapid Response unit, branded in Missouri as the Employment Transition Team, or ETT, which is assigned to the Dislocated Worker Program section of the Office of Workforce Development (OWD). The Rapid Response unit promotes economic recovery and vitality by developing an ongoing, comprehensive approach to identifying, planning for, and responding to layoffs; and preventing or minimizing their impact on workers, businesses, and communities. The state issued a Statewide Employment Transition Team Policy (OWD Issuance 07-2015) to be utilized across all Local Workforce Development Areas (LWDA). This policy provides a consistent standard for ETT coordination in the LWDAs.

Rapid Response Results For Program Year 2018, Missouri served 1,110 Rapid Response Participants. A subset of these participants (356 or 32%) are receiving training services. The WIOA requires each state to carry out statewide ETT activities or designate an entity to do so on its behalf. OWD has opted to operate the ETT program at the state level in coordination with Local Workforce Development Boards. OWD's Workforce Coordinators, located regionally, take the lead role in responding to layoff events, and are responsible for coordinating, providing, and overseeing ETT services in their assigned areas. While ETT is required for mass layoffs and closures, it is the intent of WIOA for services to be provided to as many workers as possible. Workforce Coordinators provide on-site or in-person ETT services to any layoff affecting 25 or more people. Layoffs affecting 24 or less people may be offered on site as needed or requested by the employer. At a minimum, smaller layoffs will be provided informational packets that include the ETT programs and services brochure, the Division of Employment Security (DES) UI Benefits fact sheet, the Missouri Economic Research and Information Center (MERIC) regional Real-Time Labor Market Summary and any local brochure, as requested by the LWDB. Every ETT event is unique; therefore, each event shall be assessed individually, and

services provided shall be determined based on the wishes of the employer, the needs of the affected workers, and the time frame of the layoff.

For the 1,110 Rapid Response participants receiving Wagner-Peyser services, 145 received services from WIOA programs and 435 received services from the trade act program. Although Missouri is working to develop a case management feature that will help tag Rapid Response participation per each event, that enhancement is not yet ready for reporting.

For the Missouri Program Year 2018 Dislocated Worker program, credential attainment measure, out of 24 individuals that attended a Rapid Response Layoff event, 19 of those successfully attained a credential with a credential attainment rate of 79.2 percent. These 24 individuals were also co-enrolled with the trade act program. Those in the Dislocated Worker credential attainment measure that were not in the Rapid Response Program had a Dislocated Worker credential attainment rate of 59 percent.

While Missouri places a focus on continuous improvement and outcomes for Rapid Response service delivery, the Office of Workforce Development has not been able to effectively measure the extent to which these activities have resulted in layoff aversion. Missouri is in the process of developing new layoff aversion activities. As these activities are implemented and promoted, metrics will be developed to better measure and report these outcomes.

Trade Adjustment Assistance

During Program Year 2018, 14 Trade Adjustment Assistance (TAA) petitions were filed and certified, affecting 1,585 workers. During the same period, 458 Trade Act claims were established, and TAA served 38 new workers in classroom training/distance learning, 37 new workers in On-the-Job Training, 40 new workers in Re-employment Trade Adjustment Assistance (RTAA), two new workers in Job Search Allowance, and one worker in Relocation Allowance. Additionally, 125 new workers qualified for Trade Readjustment Allowance.

Total TAA training expenditures for Program Year 2018 amounted to \$5,793,309. The Job Search and Relocation Allowance expenditures for new and existing participants was \$2,064, while the RTAA expenditures for new and existing participants was \$318,366. The TRA expenditures for new and existing participants was \$1,523,435. Performance for the Trade Act (assessed in the last two quarters of Program Year 2018) resulted in an employment rate of 74.8 percent two quarters after exit and 83.5 percent one year after exit. Median earnings for this program were \$9,687 six months after program exit. Trade Act participants also exited with a credential attainment rate of 71.4 percent.

Performance for the Trade Act (assessed in the last two quarters of Program Year 2018) resulted in an employment rate of 74.8 percent two quarters after exit and 83.5 percent one year after exit. Median earnings for this program were \$9,687 six months after program exit. Trade Act participants also exited with a credential attainment rate of 71.4 percent.

Natural Disaster Emergency Grant

Typically, Missouri pursues opportunities for assistance through Natural Disaster Emergency Grants. As a practice, Office of Workforce Development (OWD) consults and coordinates with State Emergency Management Agency (SEMA), the local workforce boards and local elected officials in designing and implementing these grants.

Missouri operates a temporary employment program called Disaster Recovery Jobs Program (DRJP) to be utilized when a major disaster is declared by the Federal Emergency Management Agency (FEMA) and a Dislocated Worker Grant (DWG) is awarded. The purpose of the DRJP is to restore public infrastructure and services so that business and employment activities can be resumed through temporary employment of unemployed persons.

OWD is required to coordinate with FEMA when there is a dislocation event that is the result of a natural disaster in order to avoid any duplication of services or effort. Local offices will invite FEMA representatives to early intervention meetings discussing the potential worksites. DRJP work will not overlap FEMA cleanup efforts. The best practice is to allow FEMA to complete all work prior to the beginning of the DRJP employment cleanup.

Work-Based Learning

Work-based learning aligns traditional classroom learning and technical workplace learning. The alignment of employer needs and education allows participants to increase their employability skills through their experience in the academic setting and real-world work environment. All work-based learning programs enhance the support and learning of participants through mentorship. Workforce services engage specific target populations to build talent pipelines that meet employer demand and collaborate with partner agencies, education providers, and local workforce development regions to align training options with work-based learning activities.

The state of Missouri currently implements work-based learning through Registered Apprenticeship, Registered Youth Apprenticeship, pre-apprenticeship programs, work experience/internships, transitional jobs, on-the-job training (OJT), customized training, and incumbent worker training.

Comprehensive Job Centers will provide access to training services aligned with regional sector strategies. These services may include skill upgrading and retraining occupational, Registered Apprenticeship, and Adult Education and Literacy (AEL) activities, as well as skills, on-the-job, incumbent-worker, entrepreneurial, transitional-jobs and job-readiness training.

Work-based learning is one of the highest priorities for Missouri under WIOA. The underlying advantage of work-based learning is that by definition, it incorporates skill competencies needed by employers. There is no doubt the trainees are learning the specific skills needed, and they are learning to apply skills in the way the employer prefers.

This assures individuals that complete training are positioned to immediately add value in the workplace and have marketable skills to provide upward mobility in a career pathway. The partnerships developed through work-based training models ensure that the workforce system offers high-quality customer service to employers, workers, and job seekers.

Show Me Heroes is a work-based learning activity that provides on-the-job training to veterans.

Transitional jobs are reserved for those chronically unemployed and provide real-life work experience when it is greatly needed to be successful in the workplace.

The incumbent worker training policy allows local workforce boards the flexibility to provide incumbent worker training to employers when needed.

Equal Opportunity Accomplishments

Missouri's workforce system continues to be committed to the obligations of nondiscrimination and equal opportunity for all programs, services, and activities offered through its One Stop Comprehensive Missouri Job Centers and its affiliates. The Local Workforce Development Boards are responsible for conducting an annual statistical data analysis on every program, service, and activity offered through the Missouri Job Centers utilizing the 4/5th rule and the two-standard deviation formula. To achieve this, the Office of Workforce Development Equal Opportunity Unit has been providing technical assistance and resources to all the local workforce regions within the state. The local areas are also responsible for conducting an investigation on any discrepancies found during their review. After an investigation is conducted, the board will implement an affirmative outreach plan to address under-served populations in their regions.

The Office of Workforce Development Equal Opportunity Unit submitted the Nondiscrimination Plan on Jan. 3, 2019, addressing all of the required sections found under Section 188 of WIOA. The Office of Workforce Development Equal Opportunity Unit held its first Midwest Equal Opportunity Summit May 15-17, 2019, in Kansas City, MO. This summit allowed local boards and OWD staff to be trained on equal opportunity topics provided by the Department of Labor Civil Rights Center, Equal Employment Opportunity Commission, Department of Justice, Office of Federal Contract Compliance Program, PROMO, Missouri Great ADA Center and many other organizations. The summit allowed a collaboration with 15 other states. Some of the key training highlights included:

- Civil Rights Center – Equal Opportunity 101 under WIOA
- Civil Rights Center – Section 188 Disability Reference Guide
- Department of Justice – Limited English Proficiency & Section 188
- Federal Contract Compliance Program – Partnership with the Workforce System
- PROMO – Serving Transgender Customers at American Job Centers
- MO Great ADA Center – Service Animals

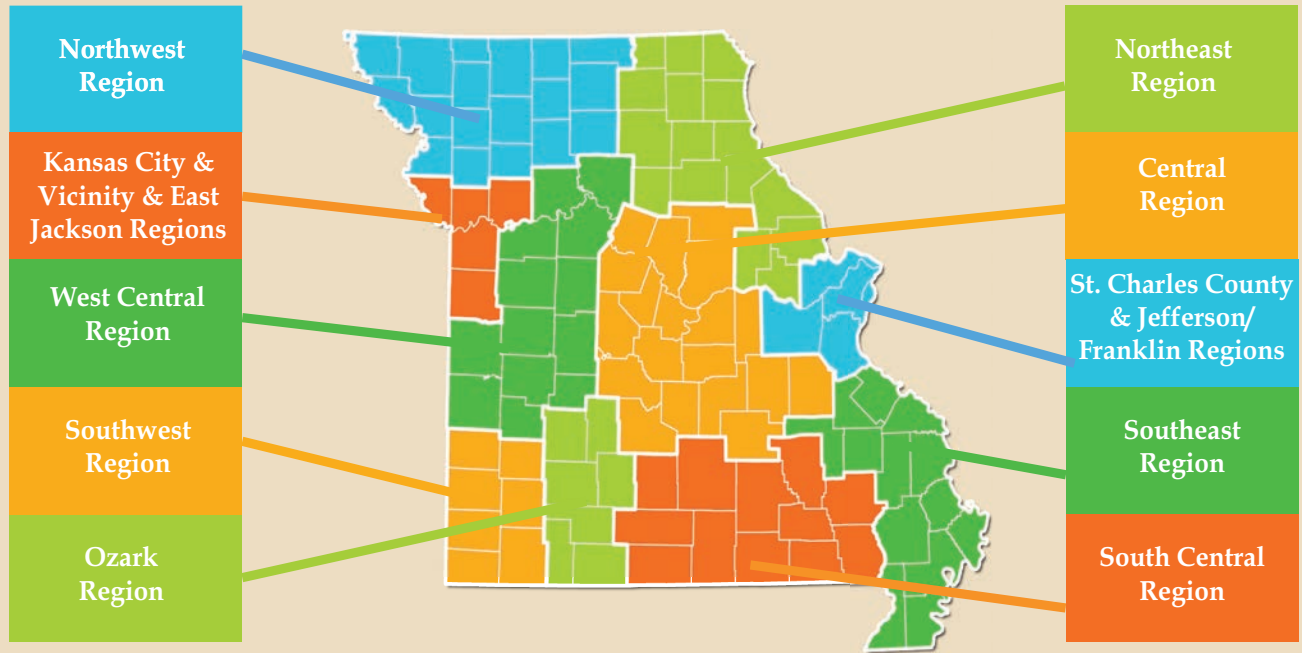
Missouri Equal Opportunity Demographics

PY18 Participants Served	All Service Level	Participant (Staff Assisted)	Reportable Individual (Self Service Only)
All Participants	142509	88356	54153
Male	70597	45820	24777
Female	71640	42418	29222
Did Not Self Identify	272	118	154
All Age Groups	142509	88356	54153
<16	523	365	158
16-18	6882	4972	1910
19-24	19439	12470	6969
25-44	62574	37562	25012
45-54	26827	16342	10485
55-59	13109	8169	4940
60+	13154	8476	4678
All Participants	142509	88356	54153
American Indian / Alaskan Native	3932	2326	1606
Asian	1462	762	700
African American	40420	30805	9615
Pacific Islander	1137	639	498
White	91399	50983	40416
More Than One Race	5040	3059	1981
All Participants	142509	88356	54153
Hispanic	4212	2262	1950
Did Not Self-Identify	6290	4634	1656
Not Hispanic	132007	81460	50547

Missouri Equal Opportunity Demographics Continued

PY18 Participants Served	Received Basic Career Service (Core)	Received Individualized Career Services (Intensive)	Received Training
All Participants	88351	61442	4465
Male	45819	31479	2189
Female	42414	29888	2274
Did Not Self Identify	118	75	2
All Age Groups	88351	61442	4465
<16	365	120	24
16-18	4971	2686	554
19-24	12466	8338	1183
25-44	37562	26590	1815
45-54	16342	11709	540
55-59	8169	5903	225
60+	8476	6096	124
All Participants	88351	61442	4465
American Indian / Alaskan Native	2325	1523	110
Asian	762	552	40
African American	30802	21795	1353
Pacific Islander	639	394	26
White	50981	35264	2816
More Than One Race	3058	2043	143
All Participants	88351	61442	4465
Hispanic	2262	1398	167
Did Not Self-Identify	4634	3143	349
Not Hispanic	81455	56901	3949

Missouri Local Workforce Development Regions



WIOA Regional Performance Program Year 2018

Northwest Region Performance Measures				Northeast Region Performance Measures			
	Actual	Negotiated Level	Goal Achieved		Actual	Negotiated Level	Goal Achieved
ADULT				ADULT			
Employment Q2 Adult	74.1%	72.0%	102.9%	Employment Q2 Adult	79.4%	72.0%	110.3%
Employment Q4 Adult	73.0%	68.0%	107.3%	Employment Q4 Adult	72.3%	66.4%	109.0%
Credential Adult	27.8%	31.0%	89.6%	Credential Adult	33.7%	46.5%	72.4%
Skills Gain Adult	42.6%			Skills Gain Adult	77.9%		
Median Earnings Adult	\$ 5,290	\$ 4,900	108.0%	Median Earnings Adult	\$ 5,270	\$ 5,100	103.33%
DISLOCATED WORKER				DISLOCATED WORKER			
Employment Q2 DW	79.6%	72.5%	109.8%	Employment Q2 DW	81.0%	72.5%	111.7%
Employment Q4 DW	76.4%	70.2%	108.8%	Employment Q4 DW	82.3%	70.2%	117.2%
Credential DW	70.7%	68.0%	104.0%	Credential DW	83.3%	75.0%	111.1%
Skills Gain DW	69.0%			Skills Gain DW	66.7%		
Median Earnings DW	\$ 9,370	\$ 5,313	176.4%	Median Earnings DW	\$ 7,800	\$ 5,800	134.5%
YOUTH				YOUTH			
Employment Q2 Youth	76.8%	74.0%	103.8%	Employment Q2 Youth	84.0%	72.5%	115.9%
Employment Q4 Youth	73.3%	68.0%	107.7%	Employment Q4 Youth	75.6%	68.0%	111.2%
Credential Youth	40.6%	51.0%	79.7%	Credential Youth	61.1%	67.2%	90.9%
Skills Gain Youth	44.9%			Skills Gain Youth	71.8%		
Median Earnings Youth	\$ 3,671			Median Earnings Youth	\$ 4,444		
WAGNER PEYSER				WAGNER PEYSER			
Employment Q2 WP	74%	67%	111.10%	Employment Q2 WP	80.0%	67.0%	119.4%
Employment Q4 WP	72.9%	69.0%	105.7%	Employment Q4 WP	72.5%	70.8%	102.4%
Median Earnings WP	\$ 5,401	\$ 4,794	112.67%	Median Earnings WP	\$ 5,190	\$ 4,844	107.14%
Met 100% of Negotiated Rate or more							
Met 90+% of Negotiated Rate							
Did not meet Negotiated Rate							

WIOA Regional Performance

Program Year 2018

Kansas City & Vicinity Region Performance Measures				West Central Region Performance Measures			
	Actual	Negotiated Level	Percent Of Goal Achieved		Actual	Negotiated Level	Percent Of Goal Achieved
ADULT				ADULT			
Employment Q2 Adult	76.6%	63.0%	121.6%	Employment Q2 Adult	74.1%	71.9%	103.0%
Employment Q4 Adult	69.1%	57.0%	121.3%	Employment Q4 Adult	70.5%	65.6%	107.5%
Credential Adult	39.8%	35.0%	113.8%	Credential Adult	19.5%	55.0%	35.4%
Skills Gain Adult	38.1%			Skills Gain Adult	62.9%		
Median Earnings Adult	\$ 6,255	\$ 4,454	140.43%	Median Earnings Adult	\$ 4,588	\$ 4,644	98.80%
DISLOCATED WORKER				DISLOCATED WORKER			
Employment Q2 DW	76.9%	64.5%	119.3%	Employment Q2 DW	87.5%	69.9%	125.2%
Employment Q4 DW	78.1%	58.5%	133.5%	Employment Q4 DW	75.0%	77.2%	97.2%
Credential DW	40.3%	39.5%	102.0%	Credential DW	66.7%	87.3%	76.4%
Skills Gain DW	48.3%			Skills Gain DW	63.6%		
Median Earnings DW	\$ 10,391	\$ 5,605	185.38%	Median Earnings DW	\$ 6,098	\$ 4,929	123.72%
YOUTH				YOUTH			
Employment Q2 Youth	73.5%	66.0%	111.3%	Employment Q2 Youth	66.1%	67.0%	98.6%
Employment Q4 Youth	77.4%	63.0%	112.9%	Employment Q4 Youth	68.7%	68.0%	101.0%
Credential Youth	53.2%	55.0%	96.7%	Credential Youth	33.8%	75.0%	45.1%
Skills Gain Youth	46.3%			Skills Gain Youth	56.9%		
Median Earnings Youth	\$ 5,000			Median Earnings Youth	\$ 1,957		
WAGNER PEYSER				WAGNER PEYSER			
Employment Q2 WP	76.3%	62.6%	121.8%	Employment Q2 WP	73.0%	73.3%	99.7%
Employment Q4 WP	69.5%	60.0%	115.9%	Employment Q4 WP	70.6%	68.5%	103.1%
Median Earnings WP	\$ 6,586	\$ 4,150	158.69%	Median Earnings WP	\$ 4,011	\$ 4,488	89.38%
Met 100% of Negotiated Rate or more							
Met 90+% of Negotiated Rate							
Did not meet Negotiated Rate							

WIOA Regional Performance

Program Year 2018

St. Louis City Region Performance Measures				Southwest Region Performance Measures			
	Actual	Negotiated Level	Percent Of Goal Achieved		Actual	Negotiated Level	Percent Of Goal Achieved
ADULT				ADULT			
Employment Q2 Adult	76.7%	71.5%	107.3%	Employment Q2 Adult	75.1%	68.4%	109.8%
Employment Q4 Adult	73.0%	70.0%	104.3%	Employment Q4 Adult	72.6%	62.5%	116.2%
Credential Adult	21.8%	26.0%	84.0%	Credential Adult	6.0%	40.0%	14.9%
Skills Gain Adult	26.4%			Skills Gain Adult	68.8%		
Median Earnings Adult	\$ 4,555	\$ 4,450	102.36%	Median Earnings Adult	\$ 5,232	\$ 6,000	87.20%
DISLOCATED WORKER				DISLOCATED WORKER			
Employment Q2 DW	90.0%	70.0%	128.6%	Employment Q2 DW	83.6%	71.0%	117.7%
Employment Q4 DW	77.7%	70.0%	111.0%	Employment Q4 DW	72.3%	63.5%	113.8%
Credential DW	63.6%	42.0%	151.5%	Credential DW	47.2%	44.0%	107.3%
Skills Gain DW	50.0%			Skills Gain DW	77.1%		
Median Earnings DW	\$ 7,558	\$ 4,900	154.24%	Median Earnings DW	\$ 6,372	\$ 7,000	91.03%
YOUTH				YOUTH			
Employment Q2 Youth	74.3%	68.0%	109.2%	Employment Q2 Youth	69.8%	60.0%	116.4%
Employment Q4 Youth	75.8%	50.0%	151.5%	Employment Q4 Youth	62.7%	54.0%	116.0%
Credential Youth	54.5%	68.5%	79.6%	Credential Youth	51.5%	45.0%	114.4%
Skills Gain Youth	21.5%			Skills Gain Youth	44.0%		
Median Earnings Youth	\$ 2,704			Median Earnings Youth	\$ 3,169		
WAGNER PEYSER				WAGNER PEYSER			
Employment Q2 WP	76.8%	68.0%	113.0%	Employment Q2 WP	74.8%	66.0%	113.3%
Employment Q4 WP	73.2%	65.0%	112.6%	Employment Q4 WP	72.5%	65.0%	111.5%
Median Earnings WP	\$ 4,233	\$ 4,150	101.76%	Median Earnings WP	\$ 5,141	\$ 4,250	120.96%

Met 100% of Negotiated Rate or more

Met 90+% of Negotiated Rate

Did not meet Negotiated Rate

WIOA Regional Performance

Program Year 2018

Ozark Region Performance Measures				Central Region Performance Measures			
	Actual	Negotiated Level	Percent Of Goal Achieved		Actual	Negotiated Level	Percent Of Goal Achieved
ADULT				ADULT			
Employment Q2 Adult	75.1%	69.0%	108.8%	Employment Q2 Adult	72.4%	68.0%	106.4%
Employment Q4 Adult	70.2%	64.2%	109.3%	Employment Q4 Adult	68.8%	65.0%	105.8%
Credential Adult	21.3%	36.0%	59.2%	Credential Adult	24.1%	45.3%	53.1%
Skills Gain Adult	41.6%			Skills Gain Adult	55.6%		
Median Earnings Adult	\$ 4,688	\$ 4,850	96.66%	Median Earnings Adult	\$ 5,383	\$ 4,800	112.15%
DISLOCATED WORKER				DISLOCATED WORKER			
Employment Q2 DW	74.2%	69.5%	106.8%	Employment Q2 DW	79.2%	72.0%	110.1%
Employment Q4 DW	76.1%	68.2%	111.5%	Employment Q4 DW	72.0%	70.0%	102.9%
Credential DW	65.4%	65.0%	100.6%	Credential DW	56.9%	54.0%	105.3%
Skills Gain DW	32.4%			Skills Gain DW	51.5%		
Median Earnings DW	\$ 6,780	\$ 6,200	109.35%	Median Earnings DW	\$ 6,528	\$ 5,350	122.02%
YOUTH				YOUTH			
Employment Q2 Youth	69.9%	56.5%	123.7%	Employment Q2 Youth	66.6%	72.5%	91.8%
Employment Q4 Youth	69.1%	49.0%	141.1%	Employment Q4 Youth	67.1%	65.0%	103.2%
Credential Youth	43.3%	63.0%	68.7%	Credential Youth	30.3%	67.2%	45.1%
Skills Gain Youth	47.2%			Skills Gain Youth	32.7%		
Median Earnings Youth	\$ 2,897			Median Earnings Youth	\$ 2,993		
WAGNER PEYSER				WAGNER PEYSER			
Employment Q2 WP	73.5%	70.0%	105.0%	Employment Q2 WP	71.6%	68.0%	105.3%
Employment Q4 WP	70.2%	65.0%	108.0%	Employment Q4 WP	68.4%	63.0%	108.6%
Median Earnings WP	\$ 4,442	\$ 4,900	90.65%	Median Earnings WP	\$ 5,088	\$ 4,750	107.11%

Met 100% of Negotiated Rate or more

Met 90+% of Negotiated Rate

Did not meet Negotiated Rate

WIOA Regional Performance

Program Year 2018

South Central Region Performance Measures				Southeast Region Performance Measures			
	Actual	Negotiated Level	Percent Of Goal Achieved		Actual	Negotiated Level	Percent Of Goal Achieved
ADULT				ADULT			
Employment Q2 Adult	77.9%	69.0%	112.9%	Employment Q2 Adult	75.8%	68.5%	110.6%
Employment Q4 Adult	70.5%	69.0%	102.2%	Employment Q4 Adult	70.9%	66.5%	106.6%
Credential Adult	43.3%	45.0%	96.1%	Credential Adult	31.7%	50.0%	63.3%
Skills Gain Adult	44.1%			Skills Gain Adult	66.4%		
Median Earnings Adult	\$ 5,026	\$ 3,900	128.88%	Median Earnings Adult	\$ 5,330	\$ 4,100	130.00%
DISLOCATED WORKER				DISLOCATED WORKER			
Employment Q2 DW	80.4%	69.0%	116.5%	Employment Q2 DW	84.2%	73.0%	115.3%
Employment Q4 DW	78.5%	64.0%	122.6%	Employment Q4 DW	81.7%	70.0%	116.8%
Credential DW	61.0%	60.0%	101.6%	Credential DW	67.8%	61.0%	111.2%
Skills Gain DW	45.2%			Skills Gain DW	79.1%		
Median Earnings DW	\$ 6,504	\$ 4,300	151.26%	Median Earnings DW	\$ 9,201	\$ 4,800	191.68%
YOUTH				YOUTH			
Employment Q2 Youth	72.5%	73.0%	99.4%	Employment Q2 Youth	68.8%	65.0%	105.8%
Employment Q4 Youth	75.7%	60.0%	126.2%	Employment Q4 Youth	70.0%	68.0%	102.9%
Credential Youth	57.6%	61.5%	93.7%	Credential Youth	51.3%	50.0%	102.6%
Skills Gain Youth	60.3%			Skills Gain Youth	46.7%		
Median Earnings Youth	\$ 4,126			Median Earnings Youth	\$ 3,062		
WAGNER PEYSER				WAGNER PEYSER			
Employment Q2 WP	76.6%	64.0%	119.6%	Employment Q2 WP	75.6%	66.5%	113.6%
Employment Q4 WP	70.9%	60.0%	118.1%	Employment Q4 WP	70.9%	64.0%	110.8%
Median Earnings WP	\$ 5,012	\$ 3,900	128.51%	Median Earnings WP	\$ 5,455	\$ 4,100	133.05%

Met 100% of Negotiated Rate or more

Met 90+% of Negotiated Rate

Did not meet Negotiated Rate

WIOA Regional Performance Program Year 2018

East Jackson Region Performance Measures				St. Louis County Region Performance Measures			
	Actual	Negotiated Level	Percent Of Goal Achieved		Actual	Negotiated Level	Percent Of Goal Achieved
ADULT				ADULT			
Employment Q2 Adult	77.0%	67.0%	115.0%	Employment Q2 Adult	77.5%	73.0%	105.7%
Employment Q4 Adult	73.4%	63.5%	115.6%	Employment Q4 Adult	72.3%	73.0%	99.1%
Credential Adult	56.5%	52.0%	108.7%	Credential Adult	33.6%	54.0%	62.2%
Skills Gain Adult	41.8%			Skills Gain Adult	79.8%		
Median Earnings Adult	\$ 6,767	\$ 4,984	135.78%	Median Earnings Adult	\$ 4,421	\$ 4,300	102.81%
DISLOCATED WORKER				DISLOCATED WORKER			
Employment Q2 DW	84.6%	69.8%	121.2%	Employment Q2 DW	74.7%	74.0%	101.0%
Employment Q4 DW	79.2%	66.5%	119.1%	Employment Q4 DW	73.9%	74.0%	99.8%
Credential DW	60.5%	56.0%	108.1%	Credential DW	68.6%	67.0%	102.5%
Skills Gain DW	62.3%			Skills Gain DW	79.3%		
Median Earnings DW	\$ 11,736	\$ 6,605	177.69%	Median Earnings DW	\$ 7,857	\$ 5,200	151.10%
YOUTH				YOUTH			
Employment Q2 Youth	69.4%	67.5%	102.9%	Employment Q2 Youth	64.6%	75.0%	86.0%
Employment Q4 Youth	78.8%	70.0%	112.6%	Employment Q4 Youth	76.8%	77.0%	99.7%
Credential Youth	60.0%	70.0%	85.7%	Credential Youth	59.5%	66.5%	89.4%
Skills Gain Youth	66.2%			Skills Gain Youth	15.6%		
Median Earnings Youth	\$ 3,632			Median Earnings Youth	\$ 2,775		
WAGNER PEYSER				WAGNER PEYSER			
Employment Q2 WP	76.6%	62.6%	122.4%	Employment Q2 WP	75.0%	75.0%	100.0%
Employment Q4 WP	73.5%	60.0%	122.6%	Employment Q4 WP	7230.0%	73.0%	99.1%
Median Earnings WP	\$ 6,894	\$ 4,000	172.35%	Median Earnings WP	\$ 4,346	\$ 3,708	117.20%

Met 100% of Negotiated Rate or more

Met 90+% of Negotiated Rate

Did not meet Negotiated Rate

WIOA Regional Performance Program Year 2018

St. Charles Region Performance Measures				Jefferson/ Franklin Consortium Performance Measures			
	Actual	Negotiated Level	Percent Of Goal Achieved		Actual	Negotiated Level	Percent Of Goal Achieved
ADULT				ADULT			
Employment Q2 Adult	76.8%	73.0%	105.2%	Employment Q2 Adult	76.2%	70.0%	108.9%
Employment Q4 Adult	75.1%	71.0%	105.7%	Employment Q4 Adult	71.8%	66.5%	107.9%
Credential Adult	27.0%	35.0%	77.1%	Credential Adult	39.6%	42.0%	94.3%
Skills Gain Adult	79.4%			Skills Gain Adult	52.9%		
Median Earnings Adult	\$ 6,671	\$ 6,400	104.23%	Median Earnings Adult	\$ 6,926	\$ 5,250	131.92%
DISLOCATED WORKER				DISLOCATED WORKER			
Employment Q2 DW	58.3%	74.0%	78.8%	Employment Q2 DW	74.5%	70.0% ##	101.0%
Employment Q4 DW	69.6%	72.0%	96.7%	Employment Q4 DW	74.6%	70.4%	105.9%
Credential DW	61.1%	64.5%	94.7%	Credential DW	58.7%	53.0%	110.7%
Skills Gain DW	71.4%			Skills Gain DW	57.8%		
Median Earnings DW	\$ 8,814	\$ 7,300	120.73%	Median Earnings DW	\$ 7,210	\$ 5,750	125.39%
YOUTH				YOUTH			
Employment Q2 Youth	82.8%	72.0%	114.9%	Employment Q2 Youth	77.8%	62.0%	125.4%
Employment Q4 Youth	82.8%	68.0%	121.7%	Employment Q4 Youth	77.5%	65.0%	119.3%
Credential Youth	63.6%	53.0%	120.1%	Credential Youth	54.9%	56.0%	98.1%
Skills Gain Youth	39.4%			Skills Gain Youth	44.4%		
Median Earnings Youth	\$ 4,026			Median Earnings Youth	\$ 3,476		
WAGNER PEYSER				WAGNER PEYSER			
Employment Q2 WP	77.9%	68.4%	113.9%	Employment Q2 WP	77.0%	68.0%	113.3%
Employment Q4 WP	71.8%	68.7%	108.9%	Employment Q4 WP	71.8%	67.5%	106.4%
Median Earnings WP	\$ 6,671	\$ 5,474	121.86%	Median Earnings WP	\$ 6,936	\$ 5,200	133.39%

Met 100% of Negotiated Rate or more

Met 90+% of Negotiated Rate

Did not meet Negotiated Rate

State of Missouri Business Services Survey Initiative

CENTRAL REGION MISSOURI JOB CENTERS

- Columbia / Jefferson City / Lebanon / Rolla -

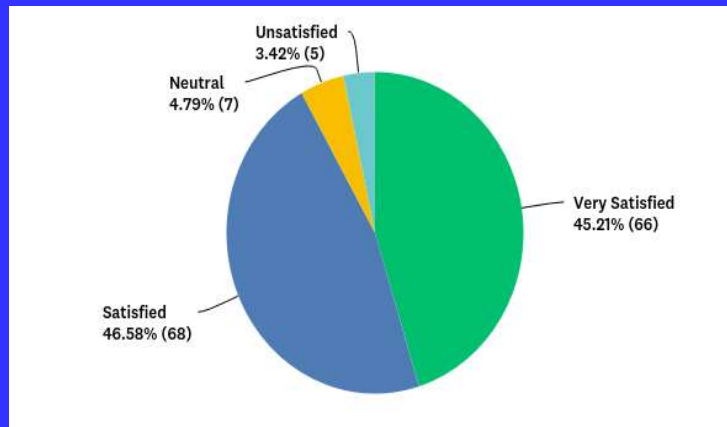
Program Year '18: 7/1/18 – 6/30/19

Employers Response to Q# 2:

**Were You
Satisfied with
the Service(s)
You
Received?**

Employer's Satisfaction %:

91.79%



Answered: 146 Skipped: 0

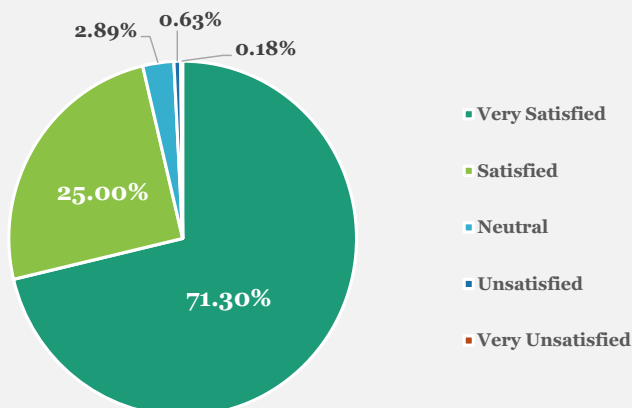
Powered by SurveyMonkey

August 12, 2019

Missouri State-Wide Employer Satisfaction Ratings For Services Received by Employers PY '18: 7.1.18 to 6.30.19

Contributing Job Centers:

Central
Jeff/Frank
Ozark
Northwest
Northeast
Southeast
South Central
Southwest
St. Charles,
St. Louis City
St. Louis County
West Central



Total Survey Responses = 1108
Satisfied + Very Satisfied Responses
96.30%

November 26, 2019

2

Items of Note:

- Statewide Business Services Surveys increased by (1,114) surveys in PY 18 – 74.8 percent of the (1,490) total surveys accumulated since 11/2017. (The total of PY 17 surveys collected (376) equals 25.2 percent of the 1,490 surveys accumulated in total through 6/30/2018.)
- Calendar year 2018 accounted for (729) surveys collected across the state. This one-year survey total is used for comparison to PY 18's total of (1,114) total surveys collected.
- The statewide activity of collecting Business Services surveys by Business Services Teams over the course of the 2018 Program Year increased over the calendar year total by 65.4 percent.
- Numerically, PY 17 saw one month of statewide surveys collected over 100 – (April: 111); PY18 saw three months of survey collection totals over 100 - (March:131, April:203, May:188).
- Trends and general employer perceptions of Missouri's workforce through their surveys are key points of focus for our Office of Workforce Development Business Services Teams. Noticeably, with a Missouri unemployment rate of 3.1 percent (June 2019) employers have voiced their recruitment challenges by noting slower foot traffic at many job fairs across the state, i.e. *"I thought the event was great! I was hoping to see more candidates. But it is to be expected with the low unemployment rate."* These concerns are being addressed via community partnerships and outside-of-the-box strategies. Social media outreach is becoming more common among the business teams, for example. Partnership with media-based organizations (newspaper and radio) is helping to enlarge the pool of job candidates at Missouri Job Center hiring events. Partnership with Chambers of Commerce are becoming more common to help broaden the available employer base for job seekers, as well as to increase access to job candidates for employers in the community. Collaboration with public facilities such as parks and libraries is an increasing necessity in order to provide a more visible and centrally located event space for both employers and job candidates.